

News Connection

A monthly newsletter for DSHS staff and friends

Secretary Quasim joins governor in taking state government to Bellingham for a day



A team of supervisors and Private Industry Council partners reviews the progress being made in each case manager's WorkFirst caseload at Bellingham Community Services Office. Sitting in on the review with the Secretary (center) are Administrator Marijo Olson (to his right) and Regional Administrator Dan Peyton (far right)

"This is the hard-knuckle drill," said Secretary Lyle Quasim. He was talking about the case-by-case reviews the Bellingham Community Services Office conducts with WorkFirst case managers to monitor the progress being made on helping clients get a job.

The visit to the CSO was just part of an intense day of meeting with local DSHS staff and community partners. The Secretary was in Bellingham with Gov. Gary Locke's Executive Cabinet for "Capitol for a Day."

Periodically the governor takes his cabinet on the road to various cities throughout the state. Prior events were in Everett, Spokane, Vancouver, and Yakima.

Secretary Quasim used these opportunities to meet with staff and learn about local programs, plus discuss issues and concerns.

The case reviews in the CSO are staffed by the case manager, supervisor, and representatives from the Private Industry Council, which works closely with the staff and clients to assist clients in their job searches and readiness. Over 1,600 WorkFirst cases have been reviewed to identify clients' issues and barriers and possible changes needed in the program to make clients more successful, according to Marijo Olson, CSO administrator.

During his day in Bellingham, Secretary Quasim also met with staff at Catholic Community Services to learn more about their partnership with DSHS and the Regional Support Network to serve children with mental illness.

The Bellingham version of the CHAPS program provides intensive mental health therapeutic services to children who are at the most serious level of mental illness. Without some kind of intervention these children would likely need inpatient care. Services are provided not only to the child, but also to the family.

"We developed this program in response to one mother's statement that, 'if you supported our family like you support foster families we could keep our kids at home,'" said Tom MacIntyre, CCS regional director.

"The Bellingham DCFS staff have been terrific to work with," he added. "Their creativity

and flexibility at working together to overcome system barriers make sure children here are better served."

The secretary also visited the home of a couple with developmental disabilities. They have been able to purchase their own home through a partnership with DSHS, Department of Community, Trade, and Economic Development, and local banks.

The day concluded with a packed town hall meeting at Whatcom Community College.



Staff at the local Division of Children and Family Services Office shared concerns and issues with Secretary Quasim during his visit.

Books encourage dreams and make success a possibility

"In books I have traveled not only to other worlds, but into my own. I learned who I was and who I wanted to be, what I might aspire to, and what I might dare to dream about my world and myself."

— Anna Quinlan, *How Reading Changed My Life*

Reading can be a window to opportunity, not only in one's imagination, but in reality.

In America, estimates are that 90 million people are illiterate. In today's highly skilled job market, finding work can range from hard to impossible for those who cannot read. How do you fill out a job application if you can't read?

People from all over the world come into the King Eastside Community Services Offices

in Bellevue for help. With WorkFirst, clients are nudged quickly down the road to self sufficiency through employment. And they are exposed to reading through the CSO's Book Room.

For the past 12 years the CSO has operated an informal library with donated books and volunteer help. After the most recent office relocation much-coveted space adjacent to the lobby was specifically designated for the Book Room.

"This project wouldn't be possible without the support of management and the commitment of our volunteers, especially Barbara Young," said Ruth Swanson, community resource program manager who has been with the CSO since 1974.

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Secretary's
corner
by Lyle Quasim



Words about our work

Employees, clients, and the public share thoughts on the work we do

Send your thoughts and/or letters from clients to Secretary Lyle Quasim, attention: Letters to The News Connection, P.O. Box (Mailstop) 45010, Olympia WA 98504; via e-mail Quasil@dshs.wa.gov



Recently I joined Gov. Gary Locke and his executive cabinet in Bellingham. Since he took office, the governor has taken his part of state government “on the road” to Everett, Spokane, Vancouver, Yakima, and, most recently, Bellingham.

These “Capitol for a Day” events in local communities have given me an opportunity to visit with our local staff, those who partner with us to provide services, and see local programs in action.

We in government have a responsibility to provide meaningful, effective services to the people in this state. I have always believed that in order for us to accomplish this task we must truly understand what their needs and obstacles are. This can only be accomplished through listening.

And for us to be able to work successfully with local governments we must understand their perspectives and unique social and political environments.

In Bellingham we met with local elected officials to hear their concerns. Issues raised covered everything from transportation and the environment to human services and revenues.

It was an opportunity for the officials in state government to understand and acknowledge the challenges facing local government, as well as local government officials to learn of the competing demands state government leaders must balance.

Later, the governor’s cabinet listened while the governor conducted a town hall meeting where citizens had a chance to share their concerns directly. Nearly 500 people attended the meeting at Whatcom Community College. A frequent request was for more social services, such as more services to help those with mental illness or developmental disabilities.

As I shared with you in a previous column, the governor explained the spending limitations facing state government, the economic downturn, and the need to balance competing demands such as more roads versus more mental health services.

Whether we are in city, county, state or federal government, or work in a non-profit social service agency, or labor or business, we all have a vision of how things should be done. It is essential that we listen to each other, understand the competing demands we must balance, and ultimately share a mutual respect for our commitment to the people of this state.

Lyle Quasim

From a vendor

Dear Mr. Quasim,

I am writing to share with you details of what I consider an outstanding job performance. It has truly been rewarding working with Kathy Brockman, Renia Neuhauser, and Dave Field on the Electronic Benefits Transfer (EBT) project. Since our first meeting back in February of 1995, they have taken the leadership role and developed open lines of communi-

cation between all interested parties. This success has not only been gratifying to watch but also an honor to be part of.

Having people with tremendous skills is a powerful weapon when working on technical projects such as this. Although we have a long road ahead of us with more work than I care to think about, we are sure to continue to make great headway with your staff at the helm.

Again, your staff is to be commended and I thank you for the opportunity to work with such a superb group of people.

Kind regards,
**Doug Henken, President
Washington Food Industry**

Editor's note: Kathy Brockman is the director of the Division of Management and Operations Support, Renia Neuhauser is the EBT project manager, and Dave Field is the EBT Information Technology manager. They work in the Economic Services Administration .

Books bring dreams and a vision of success

(Continued from page 1)

A strong believer in the value of reading, CSO Administrator Alan Kiest said, “ We know from research that when parents read to their children, their children are more successful in school. And we know that a mother’s ability to read directly correlates with her child’s ability to read.”

“Here and throughout the state we are gently urging people towards self sufficiency,” he added. “Part of the message our case workers are sending clients is to let go of the inertia. We tell them they have to know more, risk more, and go forward.”

The Book Room is open three days a week and is operated in conjunction with the Eastside Literacy Council. Young, who has volunteered in the room long before there actually was a room, provides a nurturing reading environment for the book seekers.

Often she recommends books for the children and the adults. But over the years she has occasionally been surprised by their selections.

“You never know what they’ll be drawn to,” Young said. “I’ve had some people who looked like bikers pick out classics!”

Young also gives her time collecting books for the room from the Goodwill, 1/2 Price Books, and local book sales.

With their book selections, the visitors are given information from the Eastside Literacy Council on confidential, free reading tutoring, classes for earning a G.E.D., and English as a Second Language classes.

While the Eastside area is viewed as one of the most affluent



Literacy is encouraged as a gateway to success at the King Eastside CSO Book Room. Those who make the Book Room possible are (from left) CSO Administrator Alan Kiest, longtime volunteer Barbara Young, Joanne Hufnagel, coordinator of the Family Literacy Project for Eastside Literacy Council, and Ruth Swanson, community resource program manager.

6 warning signs of adult illiteracy

Adults who have difficulty reading or writing may do one of the following:

- ◆ Can't read material because "I forgot my glasses."
- ◆ Can't fill out form because "my hand hurts."
- ◆ Job applicant asks to take forms home because he/she "forgot addresses, references," etc.
- ◆ Worker refuses deserved promotion.
- ◆ Person says, "I need my wife/husband to look at this first."
- ◆ Worker/student asks for oral directions or instructions.

Source: Eastside Literacy Council

areas of the state there is a large immigrant population.

“We have the largest Russian community in the state,” said Kiest,” and the Bellevue School District has over 50 languages being spoken by students.”

In addition, the high-priced real estate drives up rent.

“A two-bedroom apartment rents for \$750 a month. It would take a welfare grant for five people to generate enough money to pay that rent, with no money left for clothing, utilities and other living expenses,” said Kiest.

Young, whose first job out of college was as a proofreader, has also had a lifelong love of books. As clients pass through the CSO they have a chance to develop such a love, plus nurture their dreams and aspirations of achieving a better life.

Sharing our successes and commitment to reaching beyond the expected to the excellent

Quality IN DSHS

Juvenile Rehabilitation Administration

MISSION STATEMENT — OUR MISSION IS TO PROTECT THE PUBLIC, HOLD JUVENILE OFFENDERS ACCOUNTABLE FOR THEIR CRIMES, AND REDUCE CRIMINAL BEHAVIOR THROUGH A CONTINUUM OF PREVENTIVE, REHABILITATIVE, AND TRANSITION PROGRAMS IN RESIDENTIAL AND COMMUNITY SETTINGS.

QUALITY TEAMS TAKE PROCESS IMPROVEMENTS FROM IDEAS TO RESULTS

There is a flurry of activity in the Juvenile Rehabilitation Administration (JRA) these days. Major changes are occurring in JRA and the larger Juvenile Justice System. These changes impact virtually every area of service and support we provide our customers. While overwhelming at times, it is clear these changes offer the opportunity to enhance the quality of our services. In fact, quality improvement is the driving force behind many of these changes, which include:

- Intensive Parole
- Competency-Based Rehabilitation
- Mental Health Service Enhancements
- Case Management System Analysis and Automation
- Chemical Dependency Disposition Alternative
- Community Juvenile Accountability Act
- Multiple facility construction and maintenance projects
- Staffing model development

As always, success in meeting these challenges relies on the people hired to serve JRA’s customers, and JRA staff are showing their high level of commitment and quality once again. JRA staff are integrating the principles and techniques of continuous quality improvement into the processes they use to get the job done throughout the Administration. It is obvious staff throughout JRA know where quality begins and are taking action to show it

GOVERNING FOR RESULTS: MAPLE LANE SCHOOL IN ACTION

The Juvenile Rehabilitation Administration (JRA) operates six institutions to provide secure custody and rehabilitative services to the highest risk offenders in the juvenile justice system. These institutions operate 24 hours a day, seven days a week to provide services necessary to accomplish our mission. Maple Lane School (MLS) is the largest of these institutions. Located in Grand Mound, MLS currently has the capacity for 260 juvenile offenders who range from age 14 to 20. Services and support areas include chemical dependency, sex offender, and mental health treatment; educational and vocational programs; a family focus center; security; and health care.

With the support of Superintendent Sandra Youngen, MLS staff are accepting the challenge of quality improvement and finding ways to work more effectively and efficiently. Two examples of this are the “Quality Results” achieved by the Security/Transportation Unit Team and the Health Clinic Team.



From left: Bill Gallaher, Jerry Minaker (office chief), Secretary Quasim, David Raines, Paul Knight, Glenn Teeter, and Dennis Harmon. Not pictured: H.D. Romero

SECURITY EQUIPMENT ACCOUNTABILITY

The Maple Lane School Security/Transportation Unit used a small closet for equipment storage. The closet was too small to store the Unit’s equipment so excess equipment was stored in various cabinets and drawers throughout the office. It was difficult to secure and account for keys and equipment. Staff had unlimited and unsupervised access to equipment, which made it difficult to account for lost or damaged items. The only accountability measure in place was an equipment list for staff to sign. The sign-out process was based on the honor system, and its use was sporadic at best. The procedure created frustration for supervisors and staff.

The Security/Transportation Unit Team came together to address this problem. They identified and implemented several improvements to increase equipment accountability. The office was remodeled to make better use of the available space and included a designated equipment room. Shelves, a pegboard, hooks, and key boxes located throughout the office were consolidated in the equipment room. Access to this area is now controlled.

Equipment is accounted for through a supervisor or shift coordinator signing out equipment, a log of the equipment and name of staff assigned the equipment, and a “chit” system to identify who has a particular piece of equipment. The procedure has eliminated lost equipment and has made staff accountable for equipment assigned to them.

Results

- 730 hours per year are saved because of quick equipment check-in and checkout and because each staff has assigned equipment.
- Two to three staff per shift are able to begin their shift immediately. This resulted in a quicker response from Security for staff and youth safety.
- Since the creation of the equipment room, there have been no losses as opposed to over \$1,600 in losses between January 1996 and December 1997.
- The renovation of the Security Building interior has resulted in a more efficient work environment, i.e., workstations, equipment room, staff locker area, and Manager’s Office.
- Accountability of equipment via the “chit” system has decreased losses and improved morale and efficiency.

HEALTH CLINIC QUALITY ASSURANCE PROGRAM

Documentation in the medical files must be accurate and complete. Building on the National Commission on Correctional Health Care’s standards of care, Maple Lane School Clinic staff implemented a Quality Assurance Program to ensure medical file documentation is as complete and accurate as possible.

Vision Statement

WE WILL CONTRIBUTE TO THE QUALITY OF LIFE IN WASHINGTON STATE THROUGH THE USE OF OUR LEADERSHIP, RESOURCES, AND THE COMMITMENT OF OUR STAFF TO STRENGTHEN COMMUNITIES AND SERVICES TO JUVENILE OFFENDERS.

Simplifying the rules

Regulatory Improvement in Juvenile Rehabilitation

Compared to other Department of Social and Health Services administrations, the Juvenile Rehabilitation Administration (JRA) has little “regulatory” responsibility. JRA has a small number of rules (Washington Administrative Code—WAC) and the focus of our policies is to guide staff, volunteers, and contracted service providers in performing their duties. This, however, hasn’t stopped JRA from continuing to use the regulatory improvement guidelines provided by Gov. Locke and Secretary Quasim.

Rules, policies, and other issuances should be “clear, concise, easy to understand, effective, fair, necessary, and developed and adopted in compliance with state law.”

While the rule review continues, JRA is looking at ways to improve the way we develop and implement our internal policies and procedures to enhance the quality of our services. Examples include:

- *Case Management System Automation*—A JRA Business Process Analysis was conducted by JRA staff Dan Cathers, Trish Dyson, and Byrtle Filyaw. The analysis was initiated to examine JRA’s current case management system and was the first step of a process improvement to develop an automated case management system. Laws, rules/ WACs, and administrative policies are a driving force of this system. This team’s findings will help to guide planning and development of a system that will be clearly linked to authorizing sources and will be streamlined for increased efficiency and effectiveness.
- *JRA Intranet Site* – Building on the goal to improve internal communication and reduce costs associated with document reproduction, a JRA Intranet site was created by JRA staff Andy Cantrall and Cindy Colson, in partnership with Information Systems Services Division (ISSD) Internet/Intranet Team staff Darrel Mellor. The initial emphasis of this work was to allow staff electronic access to procedures crucial to the changes made in JRA’s Client Tracking System.

The site continues to “be under construction,” including the addition of all JRA policies and procedures and links to RCWs and rules/ WACs. Improving staff access to current policies and procedures will help to increase consistent accomplishment of the requirements in these documents.

Information is being gathered from customers to identify how they believe the JRA Intranet Site will be useful to them in performing their job duties and remaining informed. Contact Cindy Colson at colsocr@dshs.wa.gov for more information. Visit the site at <http://intra.dshs.wa.gov/jra>

- *Enhancing the approach to policy development*—JRA’s standing committee for administrative policy review and development is looking at ways to enhance the committee’s effectiveness. Attending the “Clear Rule Writing” class, reviewing the process used for rule and policy writing, and the development of standards are examples of the key activities this group has established as priorities and continues to work on.

As we pursue these and other ways of enhancing the quality of our services, regulatory improvement guidelines will continue to provide support and direction for our efforts.

Making sense of the rules

UNDER THE DIRECTION OF SECRETARY LYLE QUASIM, ALL ADMINISTRATIONS ARE EXAMINING EXISTING RULES AND DETERMINING WHICH CAN BE ELIMINATED AND SIMPLIFYING THOSE WE NEED. FOR MORE INFORMATION ON HEARINGS FOR PROPOSED RULE CHANGES CHECK OUT THE RULES AND POLICIES ASSISTANCE UNIT WEB PAGES AT [HTTP://WWW.WA.GOV/DSHS](http://www.wa.gov/dshs).

Quality Teams are achieving meaningful results throughout JRA

Under the new process, the Clinic staff review a sample of medical files at least every two weeks. Every 10th file will be reviewed to determine:

- the adequacy of treatment plans,
- the extent to which physician’s and dentist’s orders have been carried out,
- completeness and legibility of the health record,
- compliance with policies regarding pharmaceuticals, and
- appropriate implementation and countersigning of standing orders when utilized.

A log is kept with dates of review and deficiencies noted in files. The physician reviews and co-signs all physical examination forms completed. The psychiatrist reviews all charts on referrals. At the end of the quarter the



From left: Jerry Minaker, Deb Burney, Barb Rongel, Secretary Quasim, Jason Johnson, Rose Vu, Robin Bredfield, Stacy Durham, Connie Scheel Marj Haviland, Dave Simons, and Scott Best.

Quality Assurance nurse compiles a report which is reviewed by the medical director and a Quality Assurance Committee. Data is compared to previous quarters to determine progress.

Results

- Allergies are listed on Medication Administration Records (MAR) at almost 100 percent accuracy, up from only 47 percent.
- Medical files are more complete and accurate, with the accuracy percentage increasing in a number of medical criteria.
- Enhanced information-finding capability. When a parent (customer) phones and would like to know about their son’s medical care, the complete and accurate medical file may be accessed to find the answer.
- There is a general trend of increased medical file accuracy and pride in doing it right. The Clinic staff sees the improvement and knows that the system is working.

Because of their efforts, these two teams were recognized in the Governor’s August progress report on how state agencies are improving the quality, service, and efficiency of state government.

These two process improvement teams are excellent examples and models of how the principles and techniques of continuous quality improvement can be used successfully to improve the services provided by the Department of Social and Health Services.

Not every process improvement will get the level of recognition received by these teams, but more importantly, improvements will result in better customer service and the feeling of accomplishment and satisfaction that comes with performing quality work.



Sharing our successes and commitment to reaching beyond the expected to the excellent

Each of the seven administrations has steering committees to assist in leading the department’s efforts to continue providing quality services to the residents of the state of Washington. For more information on the quality improvement activities occurring throughout the department, contact Bill Wegeleben, internal quality consultant, at (360) 902-0865 or e-mail at wegelwh@dshs.wa.gov. Please visit the DSHS Intranet Quality Improvement site at intra.dshs.wa.gov/news.htm for ongoing updates of plans, successes, and accomplishments.

A camp that gives respite and hope

Camp is a special time in the life of a child. It's a time when friendships are made and good memories are gathered. For the kids who come to Camp Opportunity it is a chance to set aside unhappy times and run and jump and laugh and play like other kids.

Those who come to this special camp located along the Washougal River in Clark County are open cases with the Division of Children and Family Services (DCFS). They are either legally-free and available for adoption, in foster care, or in their own homes but the family is receiving services from DCFS.

Their daily lives are often filled with stress, anger, and self-doubt. At the camp run totally through the efforts of volunteers they relax, play and learn how to deal with their anger and value themselves.

The "superintendent" of Fircrest School celebrates his 85th birthday with friends



Mary Moran celebrates with Alvin Stabbert

With a sparkle in his eye, Alvin Stabbert, the "superintendent" of Fircrest School, recently celebrated his 85th birthday amidst family and friends.

Fircrest School, a residential habitation center in north Seattle for people with developmental disabilities, has been Alvin's home since 1960. He shares his home with 320 other residents and over 900 staff who are like family to him.

For many years Alvin would join a previous superintendent's management team meetings and he became known as the "superintendent." With a strong work ethic, Alvin has a job delivering papers between offices around the campus. He takes this responsibility very seriously and only recently was convinced that it was okay to cut back his hours to part-time.

"Alvin and his brother, who lives in Oregon and visits him every month, are very close," said Mary Moran, habitation plan administrator. "Recently his brother, who is in his 70s and a real inspiration to him, cut back his work hours. Alvin agreed that if it was okay for his brother, it was okay with him."

For Alvin, Fircrest is his home and community and he has no desire to leave.

"Alvin was placed in the community several times," said Moran, "but he always insisted upon returning."

He has many friends among the residents and staff. Several staff regularly take Alvin out to lunch on their day's off.

"If you took Alvin from Fircrest he'd just die," said Susie Pearce his niece. "Here he has his freedom and safety to walk around this community and be loved by everyone."

Each camper is teamed one-to-one with a counselor, 24-hours-a-day, according to Kari Garman, executive director and creator of the camp that just completed it's 16th year. "The counselors are key to the success of the camp," she said.

Peggy Hays, community resource program manager with the Vancouver DCFS office, added, "The campers look at the counselors as role models, people they want to be like."

Some of the counselors are recruited from colleges where they are studying sociology, human development, teaching, or related fields. They can earned college credit for their work at the camp. Others from the community also contribute their time and skills to make the week-long camp a fun and valuable experience.

The camp is run in three sessions of 30 children each: two sessions for eight to 10 year olds and one for those 11-13. All funds come through grants and a local fundraising event that is promoted by *The (Vancouver) Columbian* newspaper.

For the past 10 years Iris and Dallas Miller have brought their motor home filled with rocks and jewelry-making supplies. They teach six 50-minute classes a day during all three sessions.

Their class is one of the most popular as boys and girls craft bracelets, rings, earrings, and other creations from the beads and stones the Miller's provide. The campers can keep everything they finish.

"We're retired and enjoy these

children very much," said Iris Miller. "We decided we needed to do something worthwhile to make up for all the great things we've had in our lives."

Working with the children is challenging, according to Hays, because of behavior disorders. But many of the counselors and instructors return year after year. One counselor, who recently earned his masters in audiology, said, "This is a great place to have fun with a kid and it's also very rewarding. I'm a lifer."

Garman noted, "These children are so badly scarred (emotionally). We have 90 people here (during each session) but we become a family. We all sing "Lean on Me" before we send the kids off to bed."

The counselors are encouraged to maintain a relationship with the campers after camp ends, according to Garman. Many send birthday cards to their campers and keep in touch throughout the year to help their campers maintain the hope and positive attitude that grows during camp.

The Camp Opportunity program extends beyond summer with various events, including a fall reunion and the annual Christmas party for all camp alumni.



Dallas Miller (far right) shares his rock polishing knowledge with counselors and campers at Camp Opportunity

Noted anthropologist Margaret Mead said, "Never doubt that a handful of thoughtful committed people can change the world. Indeed it is the only thing that ever has."

This very special camp has indeed changed the lives of both campers and counselors.

Diversity Calendar

Each month The News Connection features the next two months' special dates, provided by the Division of Access and Equal Opportunity, Diversity Initiative. If you have a special date you would like included in the next calendar or want more information on the Diversity Initiative, contact e-mail RSWAIN@dshs.wa.gov. Not all dates can be included because of length constraints.

November

- NATIVE AMERICAN HERITAGE MONTH
- NATIONAL DISABILITY EMPLOYMENT MONTH
- 1 All Saint's Day
- 2 Mexico Day of the Dead
- 3 Vote
- 7 Marie Curie's Birthday
- 11 Veteran's Day
- 14 India: Children's Day
- 17 England: Queen Elizabeth Day
- 18 Latvia: Independence Day
- 20 U.N. Rights of the Child Day
- 24 Hmong New Year
- 26 Thanksgiving Day
- 27 State Holiday
- 30 Barbados: Independence Day

December

- 1 Rosa Parks Day
- 2 Laos: National Day
- 5 International Volunteer Day
- 7 Pearl Harbor Commemoration
- 10 Human Rights Day
- 11 UNICEF's Birthday
- 12 Mexico: Lady of Guadalupe Festival
- 13 Chanukah (Sundown)
- Sweden: Santa Lucia Day
- 14 Chanukah
- 15 US: Bill of Rights Day
- 16 Mexico: Las Posadas
- 22 International Arbor Day
- Winter Solstice
- 25 Christmas
- 26 Kwanza: African American Family Celebration
- 29 US: Wounded Knee Anniversary
- 31 New Year's Eve

Staff are being surveyed to learn about DCS employees' satisfaction level

The Division of Child Support's Employee Satisfaction Quality Improvement Team has coordinated with the Department of Personnel to survey all DCS staff about their job satisfaction. It is DCS' goal to become a diverse, compassionate, collaborative, responsive and creative organization. To meet this goal, DCS management needs a baseline of employee satisfaction.

The Department of Personnel's survey is a tool for agencies to assess and improve their management practices.



From left (seated): Georgia Charleston, Vicki Brown, Melissa Phillips, Barb Gunderson, Linda Cothorn. (Standing): Robert Wooten, Sylvia Flores, Cindy French, Cheryl Reed, DSHS Secretary Lyle Quasim, Carol Welch, Donna Hengeveld, Jan Jensen, Tammy Dorfner. (Standing third row): Ron Collins, Gloria Skipworth, Team Leader Harry Wellin

DOP will conduct the survey in all DCS offices between Nov. 3 and Dec. 3. Secretary Lyle Quasim has proclaimed the month as DCS Employee Satisfaction Month and urges all DCS employees to participate in the survey.

Dick Dauphin honored for efforts to help those with brain injury

Dick Dauphin recently received the Award for Outstanding Service from the Brain Injury Association of Washington. This is the first time the association has honored a state employee.

Dauphin is a program manager in Region 1 Home and Community Services Division. As one of his duties he serves as the traumatic brain Injury coordinator for Aging and Adult Services Administration. The association commended Dauphin for his support of programs and services for those individuals who have sustained a life changing brain injury.

He was also honored for his willingness to “go the extra mile” and “be a professional for whom we can be thankful and proud.”

Thank you

Earlier this year *The NewsConnection* printed a request for shared leave for me. The response was overwhelming. I was never told who donated leave, but I know some people were extremely generous. I am grateful to those who helped me though a difficult time.

Sincerely, Larry Sommer



RETIREMENTS

Bogart, Dennis W. 32 Yrs. Administration Services Division	Hudson, Margaret M. 20 Yrs. Division of Developmental Disabilities Region 2
Burns, Elizabeth Ann 31 Yrs. Employee Services Division	King, William D. 15 Yrs. Spokane Division of Children & Family Services
Correa, Ricardo 21 Yrs. Division of Child Support	Lakoduk, Valrie J. 33 Yrs. Rainier School
Davis, Eleanor J. 30 Yrs. Juvenile Rehabilitation Administration Region 3	Owens, Barbara J. 19 Yrs. Lakeland Village
Downie, Catherine Y. 30 Yrs. Employee Services Division	Rocco, Ralph Jr. 22 Yrs. Medical Lake Plant Maintenance Services
Dunbar, E. Joanne 27 Yrs. Fircrest School	Sidwell, Richard L. 35 Yrs. Division of Vocational Rehabilitation
Duvall, Judith 33 Yrs. Division of Vocational Rehabilitation Region 6	Stremel, Elizabeth L. 23 Yrs. Division of Developmental Disabilities
Ferguson, Eugenia 7 Yrs. Southwest Spokane Community Services Office	Torres, Jesse 30 Yrs. Division of Access & Equal Opportunity
Franco, Alfred 21 Yrs. Western State Hospital	Vetter, Rose Marie 20 Yrs. Pierce West Community Services Office
Haight, Betty L. 16 Yrs. Aging & Adult Field Services	Wandel, Martha L. 23 Yrs. Division of Research & Data Analysis
Hanson, Joan H. 30 Yrs. Administrative Services Division	

These employees retired in August 1998

Shared Leave

Rebecca Boddie, financial service specialist 2 in Home and Community Services Office, Seattle, is on extended sick leave and in need of shared leave. She is expected to be off work until mid-December. For more information, contact Suellen Sedies at (206) 341-7618.

Hazel Cameron, juvenile rehabilitation community counselor with Region 4, is in need of shared leave. She recently had surgery and treatments. Then her 17-year-old son collapsed with a broken blood vessel in his brain in September. He has remained in a coma in critical condition. Hazel has been staying at the hospital as much as she can to encourage his recovery. For more information, contact Mae Fisher at (206) 464-5377.

Caryn Kennemore, with Administrative Services Division-Board of Appeals, is in need of shared leave. Her 22-month-old daughter has been diagnosed with leukemia and is undergoing chemotherapy at Children's Hospital in Seattle. The doctors are not sure how long the treatments are expected to last. For more information, contact Tori Smith at (360) 902-8298.

Audra Patterson, a financial services specialist 3 in Wenatchee Community Services Office, is caring for her ailing


father and has exhausted her leave. For more information, contact Cheri Garrett at (509) 662-0539.

Jean Phillips, an office assistant senior for Region 6 Home and Community Services, is in need of shared leave. She had surgery and is receiving ongoing treatment. For more information, contact Brenda Hicks at (360) 438-8840.

Peggy Rezac, financial services specialist 3 with Home and Community Services Offices, Seattle, is on extended leave and in need of shared leave. For more information, contact Suellen Sedies (206) 341-7618.

Nadine Selene-Hait, a financial recovery enforcement officer 2 with the Office of Financial Recovery in Olympia, is in need of shared leave due to ongoing chemotherapy and radiation treatments over the next six months. She will be off intermittently. For more information, contact Christina Carter (360) 664-5509.

You may donate annual leave if you have over 80 hours, sick leave if you have over 480 hours, and/or your personal holiday. Contact your personnel officer to donate leave.



SERVICE MILESTONES

Region 1 5 Billger, Thomas 5 Slater-Haupt, Christ 10 Baker, Debra 10 Barnecut, Brenda 10 Brown, Susan 10 Kent, Craig 10 McAuliff, Muriel 10 Vergon, Blake 15 Cammack, James 15 Copeland, Pamela 15 Felton, Jessica Mary 15 Green, Lois 15 Guerrero, Ann 15 Herrick, Rose Mary 15 Mocaby, Victoria 15 Sprague, Sylvia 15 Stine, Barbara 15 Vess, Gale 20 Colliton, Bernard 20 Bennett, Jonathan 20 Canfield, Alco 20 Dauphin, Richard 20 Halligan, Sharon 20 King, James 20 Kuder, Sharon 25 McMinimy, Carl	15 Roth, Sherry Jo 15 Sullivan, Jill 20 Hanley, Paul 20 Woodall, Frances 25 Boothe, Marjorie 25 Warner, Deborah 30 Clift, Arden 30 Loeffler, Sharon 30 Marin, Margaret 30 Saldana, Edwina	10 Fenton, Renee 10 Fritz, Gloria 10 Gavaldon, Frank 10 Hanson, Susan 10 Heath, Marilee 10 Jacobs, Patricia 10 Lemon, Bruce 10 Losey, David 10 Luthy, Kenyon 10 Orth, Patricia 10 Schultz, Gordon 10 Zimmer, Casey 15 Anderson, Robert 15 Bugbee, Pamela 15 Carpenter, John 15 Charleston, Georgia 15 Cotey, Marcia 15 Frazier, Elizabeth 15 Keeley, Dorie 15 Krueger, Kevin 15 Loerch, Sandy 15 Mills, Walter 15 Mintzer, Anne 15 Patis, Kenneth 15 Racioppo, John 15 Rice, Amy 15 Riddle, Constance 15 Scovel, Neil 15 Smith, Gayle 15 Wilke, Dorothy 15 Yonker, Michael 20 Cason, Pamela Jean	15 Davis, Kim 15 Gengler, Kathleen 15 Nabors, Debra Ann 15 Raugust, James 20 Montague, Thomas 25 Maike, Shirley 30 Thompson, Myra	15 Rollins, Roy 15 Schindele, Teresa 15 Villanueva, May 20 Kyllonen, Roberta 20 Lupp, Norma 20 Miller, Preston 20 Tyner, Alberta 20 Williams, Tracy 30 Holly, Leslie
Region 2 5 Nielsen, Brad 10 Kimbler, Randy 10 Lira, Rosa 10 Looney, Joanne 10 McCallum, Jodie Ann 10 Mendoza, Magdalena 10 Reeves, Rosa 10 Rodriguez, Anna 10 Rodriguez, Irma 15 Danielson, Debra 15 Rodriguez, Alma 15 Small, Debbie 15 Vasquez, Anita 20 Lande, Patty Jo 20 Malatare, Yavvonne 25 Watts, Penelope 30 Giovanini, Carolyn	Region 5 5 Blazek, Virginia 5 Dijoseph, Esther 5 Lacunza, Maurice 5 Rice, Lonna 5 Ringrose, James 5 Wilkins, Margaret 10 Bryan-Benningfiel, H. 10 Burnett, Kenneth 10 Hanneman, Barbara 10 Lopez, Belan 10 McIntosh, Marc 10 Miller, Lynda 10 Ziemke, Lorraine E 15 Mark-Corpolongo, Deb 15 Murphy, Edith 15 Topinka, Tien 15 Tyson, Nancy 20 Bennett, Frederick 20 Elsdon, Jeanne 20 Knight, Jan 20 Pfeifer, Michael 30 Galt, Kristy Ann	Region 6 5 Johnson, Donald 5 Pickens, Thomas 5 Renteria, Christie 5 Romo, Tari 5 Stegner, Sharon 10 Baldyga, Karen 10 Collins, Wilfredo 10 Seley, Ronald 10 Spielman, Patricia 15 Fisher, Etta May 15 Germain, Thomas 15 Gimlin, Tawnee 15 Larrison, Melinda 15 Randol, Sara Ann 20 Austin, Darlene 20 Caruso, Jacqueline 25 Longmire, Janelle 25 Smith, Billie	Echo Glen Children's Center 5 Hepworth, Melissa 5 Shepardson, Debbie	Special Commitment Center 5 Yuckert, Patti
Region 3 5 Bradbury, Carol 5 Rissone, Joseph 10 Takamatsu, Wendy 10 Turner, Patricia 15 Brady, Patricia 20 Mifflin, Evalyn 20 Rodeman, Florence 20 Sherin, Kathleen	Region 4 5 Campbell, Maria 5 Lummus, George 5 Rhodes, Beverly 5 Schmucker, Claire 5 Simon, Candy Lynn 5 Smith, Sandra 10 Krasselt, Cindy 10 Meier, Paige 10 Serna-Harrison, 15 Oberloh, Albert 15 Oxley, Elizabeth	DSHS Headquarters 5 Ferguson, Kathryn 5 Goree, Danette 5 Hacker, Kristine 5 Hackett, Melissa 5 Harris, Kathleen 5 Isaac, Edna 5 Kovich, Cynthia 5 Lowe, Stacy Kay 5 Rhodes, Kathryn 5 Skaar, Gary 5 Sulivan, Angel 5 Taylor, Jesse 10 Angeles, Florentina 10 Bohe, Louise 10 Brown, Kathleen	Fircrest School 5 Abelsen, Dean 5 Geary, Doreen 5 Guba, Rodolfo 5 Koskey, Dennis 5 Osigweh, Barbara 5 Phambota, Parkash 10 Butt, Roger 15 Craig, Rita 15 Henning, Gregory 15 Lee, Young 15 Moran, Mary 20 Alamillo, Laura 20 Eisenheim, Dorothy 20 Holmes, Normajean	Western State Hospital 5 Anthony, Cornelia 5 Diraddo, Carol 5 Educalone, Ruby 5 Gaines, Jacqueline 5 Meier-Curette, M. 5 Meyer, Sandra 10 Bingcang, Peter 10 Broaddus, Kathleen 10 Bush, Lamont 10 Carson, Mary 10 Colvin, Willie 10 Dickerson Sr., Earl 10 Dickerson, Mary 10 Dulaney, Bob 10 Henson, John 10 Lindgren, Yang Lee 10 Rustin, Deborah 10 Schmidt, Karl 10 Simard, Zenith 10 Skrovaneck, Patricia 10 Stuart, Janis 10 Taylor, Linda Kay 10 Vogt, Kenneth 10 Washington, Gloria 10 Wilson, Beckey 10 Yang, Sook 15 Anderson, Patricia 15 Bolar, Frederick 15 Bowman, Gordon 15 Creed, John 15 Daniels, Steven 15 Dearinger, Soon Ja 15 Dominiquez, Michael 15 Hamer, Bryan 15 Johnson, Carol 15 Osborn, Millie 15 Powers, Edward 15 West, Timo 20 Bradley, Lois 20 Leichty, Carl 20 Putman, Robert 20 Sass, Julie Ann 20 Strand, Johnny 25 Angell, Zahra 25 Scott, Darlene 30 Mateo, GodoFredo
Region 4 5 Bradbury, Carol 5 Rissone, Joseph 10 Takamatsu, Wendy 10 Turner, Patricia 15 Brady, Patricia 20 Mifflin, Evalyn 20 Rodeman, Florence 20 Sherin, Kathleen	Region 5 5 Blazek, Virginia 5 Dijoseph, Esther 5 Lacunza, Maurice 5 Rice, Lonna 5 Ringrose, James 5 Wilkins, Margaret 10 Bryan-Benningfiel, H. 10 Burnett, Kenneth 10 Hanneman, Barbara 10 Lopez, Belan 10 McIntosh, Marc 10 Miller, Lynda 10 Ziemke, Lorraine E 15 Mark-Corpolongo, Deb 15 Murphy, Edith 15 Topinka, Tien 15 Tyson, Nancy 20 Bennett, Frederick 20 Elsdon, Jeanne 20 Knight, Jan 20 Pfeifer, Michael 30 Galt, Kristy Ann	Region 6 5 Johnson, Donald 5 Pickens, Thomas 5 Renteria, Christie 5 Romo, Tari 5 Stegner, Sharon 10 Baldyga, Karen 10 Collins, Wilfredo 10 Seley, Ronald 10 Spielman, Patricia 15 Fisher, Etta May 15 Germain, Thomas 15 Gimlin, Tawnee 15 Larrison, Melinda 15 Randol, Sara Ann 20 Austin, Darlene 20 Caruso, Jacqueline 25 Longmire, Janelle 25 Smith, Billie	Consolidated Support Services 15 Harvey, Conrad 20 Southwick, Danial 35 Reynolds, Orvel	Indian Ridge Youth Camp 5 Hughes, Jhan
Region 5 5 Blazek, Virginia 5 Dijoseph, Esther 5 Lacunza, Maurice 5 Rice, Lonna 5 Ringrose, James 5 Wilkins, Margaret 10 Bryan-Benningfiel, H. 10 Burnett, Kenneth 10 Hanneman, Barbara 10 Lopez, Belan 10 McIntosh, Marc 10 Miller, Lynda 10 Ziemke, Lorraine E 15 Mark-Corpolongo, Deb 15 Murphy, Edith 15 Topinka, Tien 15 Tyson, Nancy 20 Bennett, Frederick 20 Elsdon, Jeanne 20 Knight, Jan 20 Pfeifer, Michael 30 Galt, Kristy Ann	Region 6 5 Johnson, Donald 5 Pickens, Thomas 5 Renteria, Christie 5 Romo, Tari 5 Stegner, Sharon 10 Baldyga, Karen 10 Collins, Wilfredo 10 Seley, Ronald 10 Spielman, Patricia 15 Fisher, Etta May 15 Germain, Thomas 15 Gimlin, Tawnee 15 Larrison, Melinda 15 Randol, Sara Ann 20 Austin, Darlene 20 Caruso, Jacqueline 25 Longmire, Janelle 25 Smith, Billie	Consolidated Support Services 15 Harvey, Conrad 20 Southwick, Danial 35 Reynolds, Orvel	Naselle Youth Camp 10 Gjovik, John	Yakima Valley School 5 Gottschalk, Rhonda 10 Griggs, Jenell 15 Graser, Linda 15 Jankowski, Duane 15 Watkins, James 20 Stone, Vicki
Region 6 5 Johnson, Donald 5 Pickens, Thomas 5 Renteria, Christie 5 Romo, Tari 5 Stegner, Sharon 10 Baldyga, Karen 10 Collins, Wilfredo 10 Seley, Ronald 10 Spielman, Patricia 15 Fisher, Etta May 15 Germain, Thomas 15 Gimlin, Tawnee 15 Larrison, Melinda 15 Randol, Sara Ann 20 Austin, Darlene 20 Caruso, Jacqueline 25 Longmire, Janelle 25 Smith, Billie	Region 7 5 Johnson, Donald 5 Pickens, Thomas 5 Renteria, Christie 5 Romo, Tari 5 Stegner, Sharon 10 Baldyga, Karen 10 Collins, Wilfredo 10 Seley, Ronald 10 Spielman, Patricia 15 Fisher, Etta May 15 Germain, Thomas 15 Gimlin, Tawnee 15 Larrison, Melinda 15 Randol, Sara Ann 20 Austin, Darlene 20 Caruso, Jacqueline 25 Longmire, Janelle 25 Smith, Billie	Consolidated Support Services 15 Harvey, Conrad 20 Southwick, Danial 35 Reynolds, Orvel	Rainier School 5 Deskins, Angela 10 Hayes, Peggy 10 Johnstone, Samai 10 West, Donald 10 Yates, Shawn 15 Bitz, Dusty 15 Egnew, Glenn	

These employees celebrated service anniversaries in October 1998